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# JOB POSTING

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Interested candidates should send their resume via regular mail, email (*as a Word document*) or facsimile to the address or phone number shown above. The Office of the Attorney General is an Equal Opportunity Employer.

## **Customer Service Representative / File Clerk Unclaimed Property Division**

**JOB DESCRIPTION:** The Division of Unclaimed Property is seeking a qualified candidate for the position of Customer Service Representative / File Clerk in the Greenwood, IN office. This position will have their daily time split between filing all records for the office and working receiving the daily work (both by phone and by mail) this office receives. This candidate will be responsible for greeting and assisting customers, both internally and externally, with the claiming and reporting processes of property on a daily basis. In addition to those responsibilities, this position will also be responsible for maintaining paper, electronic and any other form of records submitted to or created by the Unclaimed Property Division of the Attorney General's Office.

### **RESPONSIBILITIES:**

- Greet claimants and guests at reception desk promptly, courteously & professionally
- Answer incoming calls promptly, courteously & professionally
- Assist customers with claim process by phone, email and other forms of communication
- Route incoming calls to appropriate team member or other division/agency as necessary
- Open and initiate incoming mail and distribute to team members for processing
- Prepare claims folders for review
- Daily sorting and accurate filing of all claim files, completed holder reports, electronic records and any other records for Unclaimed Property.
- Archive Unclaimed Property records according to the appropriate archive schedule.
- Coordinate pick up schedule for archived files with both internal and outside agency contacts.
- Scan Unclaimed Property records and electronically attach to UP3 record.
- Prepare, label and record information for all archive boxes on an annual basis.
- Primary liaison with state archive office as needed.
- Assist other areas of the office as needed with various projects

### **QUALIFICATIONS:**

- College education preferred or equivalent job-related experience
- Excellent customer service, communication & problem solving skills
- Computer proficiency including Excel, Word, and data entry
- Must be able to work efficiently with attention to detail under time and volume pressure
- Good organization, time management and interpersonal communication skills
- Team player, and also able to work independently
- Strong sense of ethics and personal integrity
- Ability to organize records numerically
- Ability to lift/move 20-25 pounds (boxes with records)